

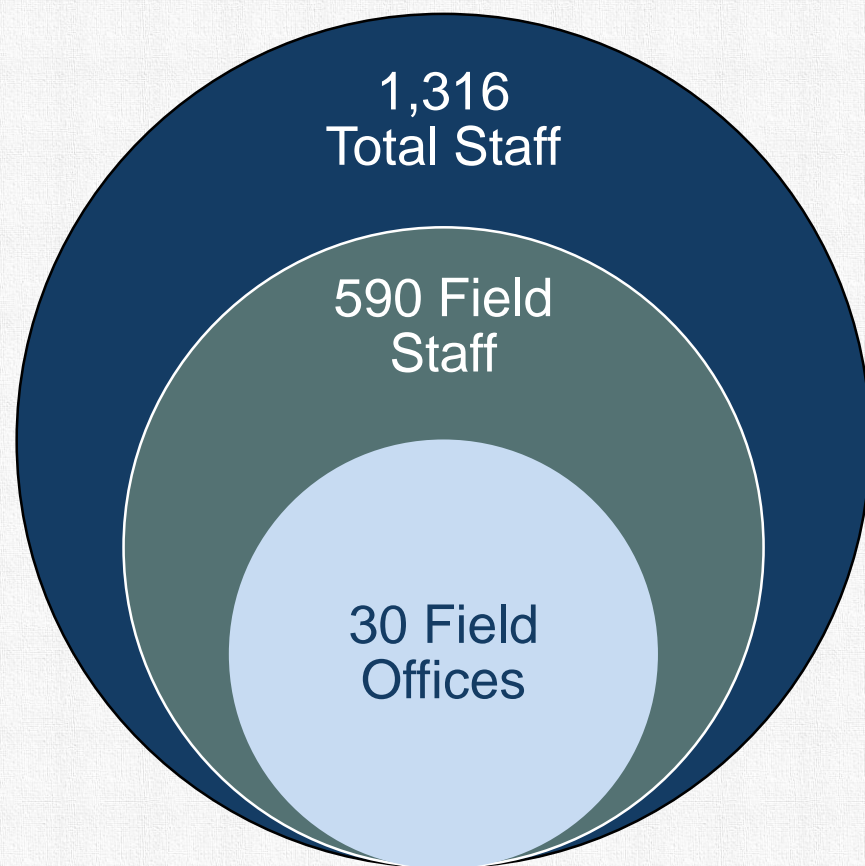
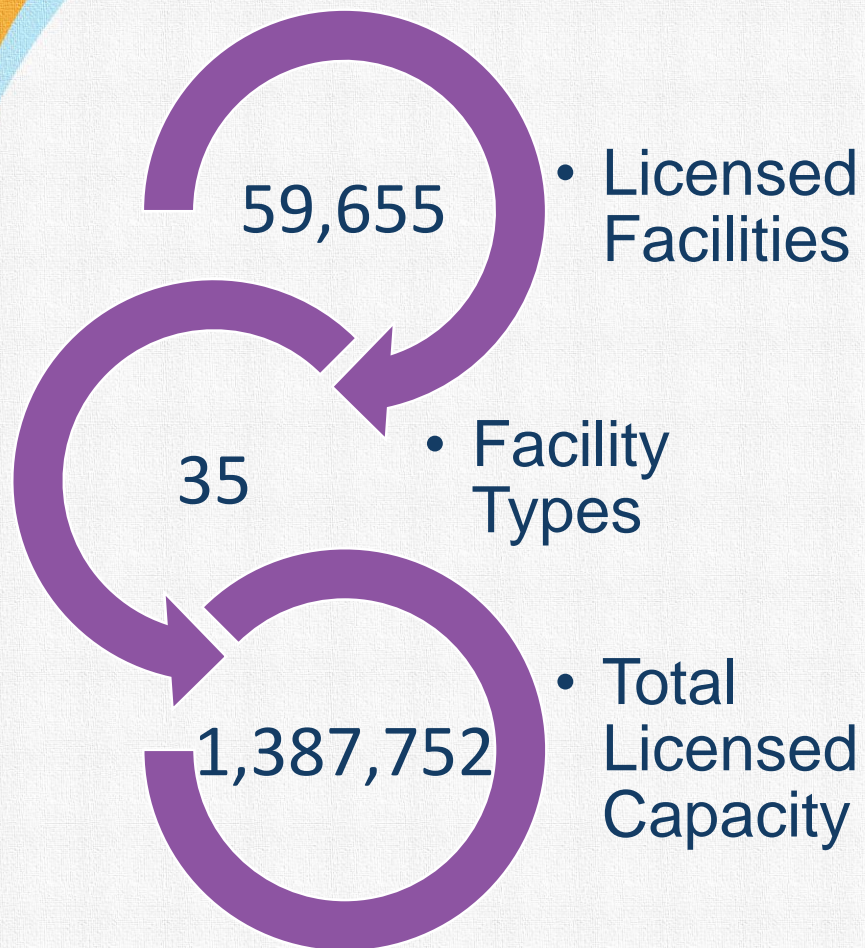


The Community Care Licensing Division's (CCLD) mission is to promote the health, safety, and quality of life of each person in community care through the administration of an effective collaborative regulatory enforcement system.

# CCLD 2018 Year in Review

March 2019

# CCLD 2018





# Prevention

*CCLD provides information and support to help licensees operate in substantial compliance and provides resources regarding licensed care to the public.*

Published Resource  
Guides and Quarterly  
Updates

Released 78 Provider  
Information Notices

Established ongoing regional  
dialogues with licensees

Provided individualized  
intensive technical support to  
30 licensees

Provided information to over 8,000  
Child Care licensees, staff, and  
families at over 300 meetings and  
conferences

Integrated technical assistance and  
enhanced Advisory Notes into new  
inspection process

Provided training to staff and licensees  
on clinical and other critical issues



# Compliance

*CCLD  
verifies facility compliance  
by conducting  
unannounced onsite  
inspections, taking  
complaints and referring  
them for investigation, and  
making case management  
visits to ensure health and  
safety after an incident  
occurs.*

Inspections

37,000

Complaint and  
Information  
Hotline Calls

78,000

Case  
Management  
Visits

23,000

Numbers rounded to the nearest 1,000



# Enforcement

*CCLD takes enforcement actions when necessary by issuing citations for violations of licensing regulations, investigating all allegations of statutory violations, and taking action to close non-compliant facilities.*

Total Citations for immediate and potential health and safety risk

52,000

Complaints Investigated

16,000

Complaints investigated by internal peace officers

5,000

Facilities Closed by CCLD

400

Numbers rounded to the nearest 1,000



# Licensing Program Analyst (LPA) Workload





# Coordination





# CCLD 2018



Processed 500,000 Criminal Record Clearances and reviewed 25,000 Exemption Requests

Registered 113,000 Home Care Aides

Processed 6,293 licensing applications & licensed 5,238 facilities

Processed 14,000 Administrator Certifications & 248 applications to provide Administrator training

Hosted 249,000 visits each month to the Transparency Website which provides information regarding licensee compliance history

Numbers rounded to the nearest 1,000



# 2018 Division Accomplishments

- Met statutory mandates for inspections
- Responded to 99.3% of all Complaints within 10 Days
- Began development of new inspection tools for all programs
- Deployed field staff to assist licensees during major disasters
- Revised the LPA Training Academy
- Implemented new standards for conducting and documenting complaint investigations





# All Programs 2018 Accomplishments

## Child Care

- Implemented plan to increase inspection frequency
- Hosted the Children First Symposium to help licensees, staff, LPAs and educators support children with challenging behaviors
- Responded to over 21,000 inquiries from the public about licensed Child Care

## Children's Residential

- Completed 58 county resource family approval reviews
- Conducted 219 facility inspections with oversight of youth who receive psychotropic medications
- Conducted 31 Case Management visits to facilities with oversight of youth with a high ratio of law enforcement contacts
- Provided training to LPAs on trauma informed care

## Adult & Senior Care

- Provided technical Assistance to 219 high risk facilities
- Decreased complaints over 90 days by 10%
- Provided De-Escalation Training to LPAs
- Shared Best Practices through:
  - North and South Clinical Symposiums
  - Mental Health Symposium